N-FOCUS Major Release
Economic Assistance
July 11, 2010

A Major Release of the N-FOCUS system is being implemented on July 11, 2010. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

Expert System: All N-FOCUS users with responsibility for case entry for AABD/MED, ADC/MED, FSP, CC, FW, IL, MED, and Retro MED should read this section.

In this **Draft** the last section contains information regarding the changes to the APS/CSF specific issues.

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General Interest and Mainframe Topics

Client Benefit Inquiry (New)

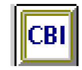
A person who has a role of Program Case Name, Case Rep or Payee will now have the ability to see information about EA Program Cases that have been in active or pending status in the past year though the ACCESS Nebraska web site. The EA Program Cases types that will be included in the Client Benefit Inquiry include the following:

- AABD/MED – Aid to the Aged, Blind and Disabled/Medicaid
- ADC/MED – Aid to Dependent Children/Medicaid
- ADC Transitional – Aid to Dependent Children Transitional
- CC – Child Care
- SNAP – Supplemental Nutrition Assistance Program
- MED – Medicaid
- SSAD – Social Services Aged and Disabled
- SSCF – Social Services Children and Family

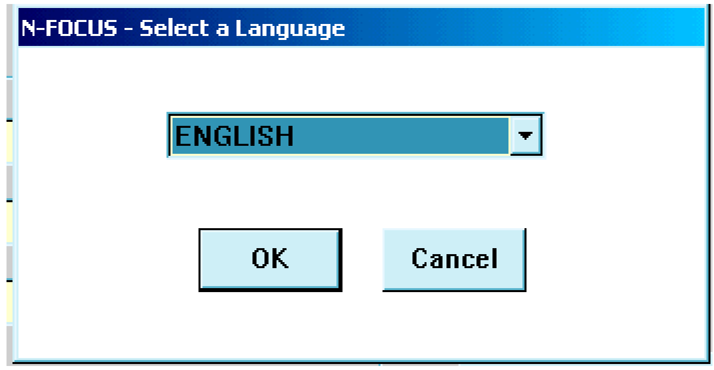
Clients and representatives will access this information from the AccessNebraska web page. Staff will be able to access this same information through N-FOCUS via a Toolbar icon located on the Person Detail window.

Viewing the Current Benefit Inquiry Windows (New)

The following steps provide direction for N-FOCUS staff to access the Current Benefit Inquiry windows. All SSW's, SS Supervisors etc have access to this information.

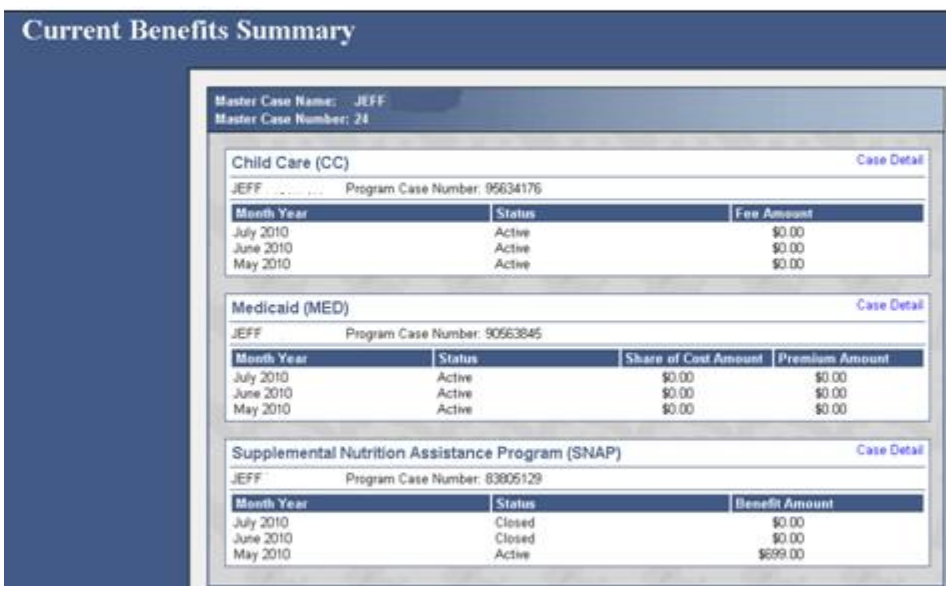


1. Navigate to the Person Detail window of a person with the role of Program Case Name
2. Click the CBI Toolbar Icon.
   The Select a Language pop up box will display. English and Spanish are the available language options.
3. Select the desired language from the drop down field.
4. Click OK.
   The clients AccessNebraska Current Benefits Summary window displays.



Current Benefits Summary Window (New)

The Current Benefits window will display current information for the programs in which the client has a role of Case Representative, Program Case Name or Payee. If the client does not have one of these roles in a Program Case they will not be able to view information about the case.



The information is available for the following programs:

AABD/MED – Assistance to Aged Blind or Disabled and Medicaid
ADC/MED – Assistance to Families with Dependent Children and Medicaid
ADC/TMA – Assistance to Families with Dependent Children/Transitional Medical Assistance
MED – Medicaid
SNAP – Supplemental Nutrition Assistance Program
CC – Child Care

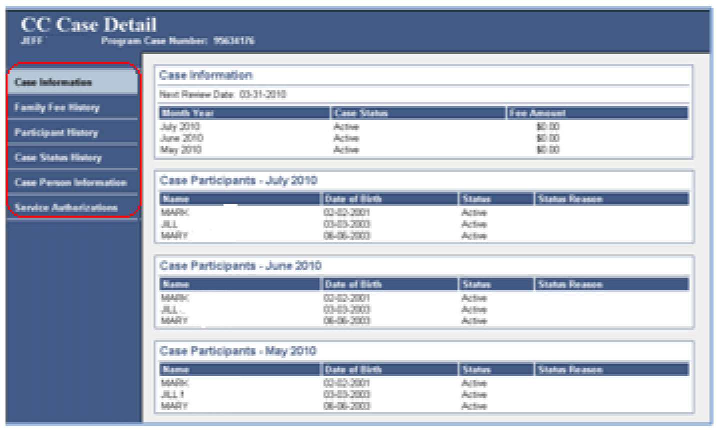
SSAD – Social Services for Aged and Disabled
SSCF – Social Services for Families, Children and Youth

The Current Benefit Summary window shows the Master Case Name and number. This window also shows information regarding the most current three months benefits. Most often, this will be the current month and the two future months.

More detailed information about each program and the participants in the program can be accessed by clicking the Case Detail link. Clicking on Case Detail will take you to the Case Detail – Case Information window for the selected Program Case.

Note: The Current Benefit Summary window that contains the Case Detail push button is shown above.

Case Detail Windows – Case Information (New)



All Case Detail Windows will display available information for the Program Case. It will also display the Participant's status in the case during the displayed months. The information displayed will vary according to the Program Case selected on the Current Benefit Window. Additionally, each Case Detail window has additional associated windows that provide information specific to the case.

These additional windows can be accessed by clicking the link on the left side of the Case Detail window.

For additional information regarding the Current Benefit Inquiry window and the various Case Detail windows, refer to the Current Benefit Inquiry demonstration located in N-FOCUS Help Demonstrations.

PIN Management (New)

In order for clients to access the Current Benefit Inquiry from the AccessNebraska web site, they will be provided with a PIN that they will use to create a User ID and Password that will access their Current Benefit Inquiry. The PIN will be provided to clients, though batch correspondence, to those who have a role of Program Case Name, Case Representative or Payee. These persons must also have and SSN and Date of Birth recorded on N-FOCUS.

Should the client later forget the User ID and Password they created, the PIN can be Cleared or Disabled and N-FOCUS will generate correspondence that will provide them with a new PIN. They will then need to create a new User ID and Password combination.

SSW staff will have the ability to view the PIN details, except for the actually PIN and Clear the PIN, however, they will not be able to view the PIN letter in N-FOCUS.

Production Support will have the ability to view the PIN details, including the actual PIN, Clear the PIN, Disable the PIN and Enable the PIN through N-FOCUS; however, they will not be able to view the PIN letter in N-FOCUS.

IMPORTANT: **Do not give the PIN to the client over the telephone. Inform the client that you will have a new PIN assigned and they will receive a letter in the next few days providing them with the new PIN number.**

When the client logs into the Benefit Inquiry on AccessNebraska, they will be given the option to set up their User Account. In order to set up the User Account, the client will need to provide the last 4 digits of their SSN, their Date of Birth and PIN. If the data they provide does not match the information contained on N-FOCUS, they will receive an error and be able to re-try the data entry. Once the customer sets up their User Account and the PIN is activated, they will no longer need the PIN to log into their account; instead, they will use the User ID and Password they created.

Should the client forget the User ID and Password they created, another PIN can be provided to them via N-FOCUS batch correspondence. This letter is generated from the PIN Management window.

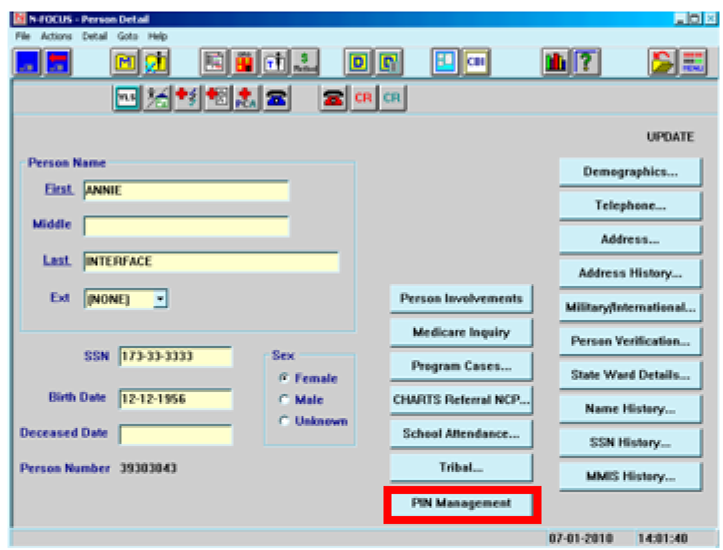
Accessing the Detail Person PIN Management Window (New)

The following steps provide direction for staff to manage Client's PIN by accessing the Detail Person PIN Management window.

1. Navigate to the Person Detail window.
2. Click the Pin Management button

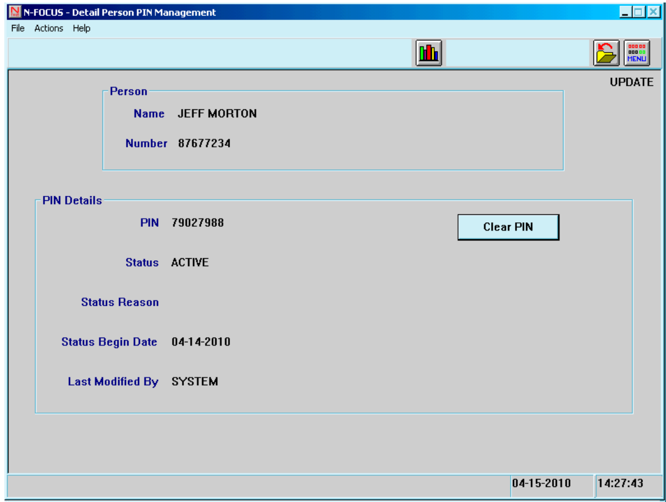
– Or-

Select the Detail>PIN Management menu.



The Detail Person PIN Management window displays.

Detail Person PIN Management Window (New)



Person Information

Client's Name – The name indicated on the Person Detail window.

Number – an N-FOCUS generated number which identifies the Person (ARP ID)

PIN Details

PIN – an N-FOCUS generated number to be used by the client to create their own individual User ID and Password for access to the Current Benefits Inquiry windows.

Note: Only Production Support will have the security level required to actually see the PIN. Other staff will see XXXXX instead of the actual number.

Status – indicates the current status of the PIN

Inactive – the initial status of the PIN when it is created and correspondence has been sent to the client. The PIN will remain in Inactive status until the client creates an account on the AccessNebraska Client Benefit Inquiry web site.

Active - indicates the client has set up their User Account

Disabled – indicates there was suspected misuse of the PIN

Status Reason - this field will only be populated when the Status = Disabled

Status Begin Date – The date the Status became effective.

Last Modified By – this field will indicate who last modified the PIN Status, the System or a staff person's N-FOCUS User ID.

Clearing PIN Details (New)

The Clear PIN option is available for use should a client forget their User Account User ID and Password and they no longer have the correspondence that provided them with their PIN. Once the PIN has been cleared, N-FOCUS will generate a new PIN and create a batch correspondence to provide the new PIN to the client.

The following steps provide instruction to clear the PIN.

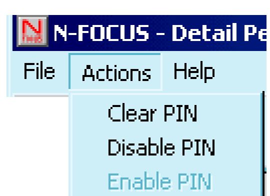
1. Navigate to the Person Detail window.
2. Select the Detail>PIN Management menu.

   The Detail Person PIN Management window displays.

   Click the Clear PIN button

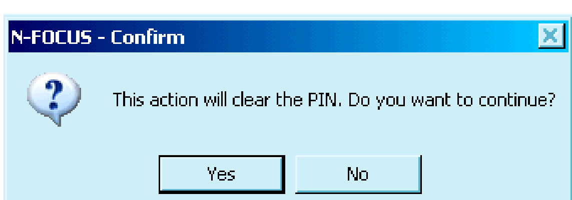
   -Or-

   Select the Actions>Clear PIN



   A confirmation pop up will display

3. Click Yes to continue.



A new PIN will be assigned by N-FOCUS. If the client is the Program Case Name, Case Representative or Payee in the Program Case, N-FOCUS will automatically send a letter providing the client with a new PIN number.

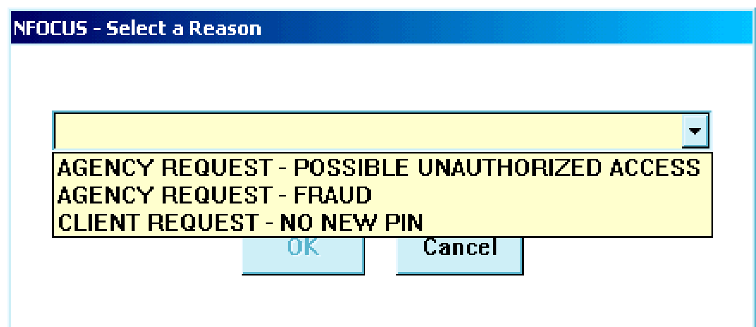
Disabling PIN Details (New)

Only Production Support Staff have the security level required to Disable a PIN.

The Disable PIN option is to be used if there is suspected misuse of the User Account associated to the client. While the PIN Status is Disabled, the client will not be assigned a new PIN and will not be able to pass thru the User Account Authentication process; therefore, the client will not be able to access Benefit Inquiry.

The following steps provide instruction for disabling the PIN.

1. Navigate to the Person Detail window.
2. Select the Detail>PIN Management menu.
   The Detail Person PIN Management window displays.
3. Select the Actions>Disable PIN
   A Select a Reason pop up will display.
4. Select the appropriate reason.
5. Click OK.



The status of the PIN will change to Disabled and the reason selected will display in the Status Reason field. The Status Begin Date will reflect the date of the change. Once it has been determined the client can again view their benefits, the PIN will be cleared. N-FOCUS will then generate a letter to the client providing them with a new PIN number.

Enabling PIN Details (New)

Only Production Support Staff have the security level required to Enable a PIN.

If the reason a PIN was Disabled has been resolved, the PIN may then be Enabled. Enabling the PIN will leave the currently assigned PIN in place and set the PIN Status to Inactive.

The following steps provide instruction for enabling the PIN.

1. Navigate to the Person Detail window.
2. Select the Detail>PIN Management menu.
   The Detail Person PIN Management window displays.
3. Select the Actions>Enable PIN
4. The PIN Status will change to Inactive.

The PIN will remain in Inactive status until the client creates an account on the AccessNebraska Client Benefit Inquiry web site. When a Disabled PIN is Enabled, a letter will not be generated by N-FOCUS.

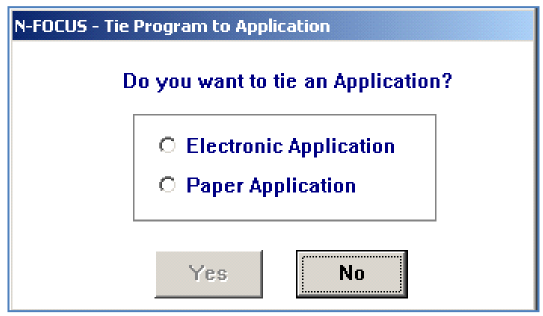
Tie Application (New)

Effective with this release, staff will now have the ability to tie paper applications in addition to electronic applications. Staff will also be able to tie multiple program cases to one application in the mainframe and in the Expert System, Case Actions, for both new and reopened cases and in the Review/Recertification task. The following highlights these changes.

The following steps address how to Tie Paper Applications in the Mainframe. Steps outlining how to Tie Paper Application in the Expert System are shown in the Expert System section of these release notes.

Tie Paper Application (New)

The Tie Program to Application pop up question has changed to include both Electronic and Paper Application options.



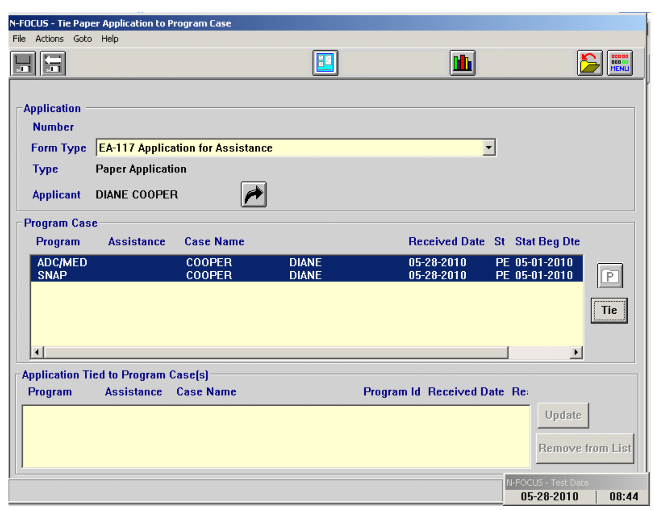
When Paper Application is selected, the Tie Paper Application to Program Case window will display. Complete the following steps:

1. Select the appropriate Form Type.
2. Select the Applicant
3. Select the Program Case(s)

   Multi selecting Program Case is available provided the following criteria are met:
   - Application Received dates are the same and;
   - Application Reason is the same
   - Applicant is the same

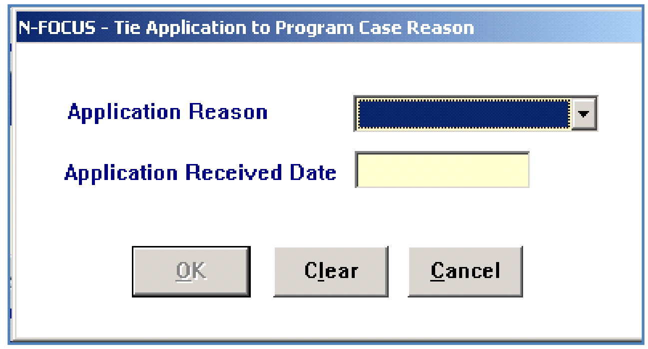
   Note – Tie all applicable program cases, regardless of reason, prior to saving and closing this window.

4. Click Tie
   The Tie Application to Program Case Reason pop up will display.
5. Select the Application Reason
6. Enter the Application Received Date.
   - If Initial and Recertification Paper Applications – Application Received Date will default to the most recently recorded.



- If Review and Duplicate Applications – Enter the Application Received Date

  Note – The date automatically entered for a Paper Application Recertification may not be accurate. If the application was pended before it was tied, the date will be accurate. If the application is tied before it is pended, the date will not be accurate and can be updated.



7. Click OK
   The Tied Program Case(s) information moves to the Application Tied to Program Case(s) section at the bottom of the window.

8. Repeat these steps to tie another program case to the same application if there is a different application “Reason”.

   Example:

   EA-117 Application for assistance indicates the client is applying for ADC, CC and SNAP. The ADC and CC cases are due to be reviewed; the SNAP case is due for recertification. The EA-117 is first tied to the ADC and CC cases with the reason of ‘Review’. The EA-117 is then tied to the SNAP case with the reason ‘Recertification’.

   Note – Tie all applicable program cases, regardless of reason prior to saving and closing this window.

9. Click Save and Close

Viewing Paper Applications Online (New)

The Document Imaging icon has been added to the following windows:

- Tie Paper Application to Program Case window
- Summary of Applications tied to Program Cases

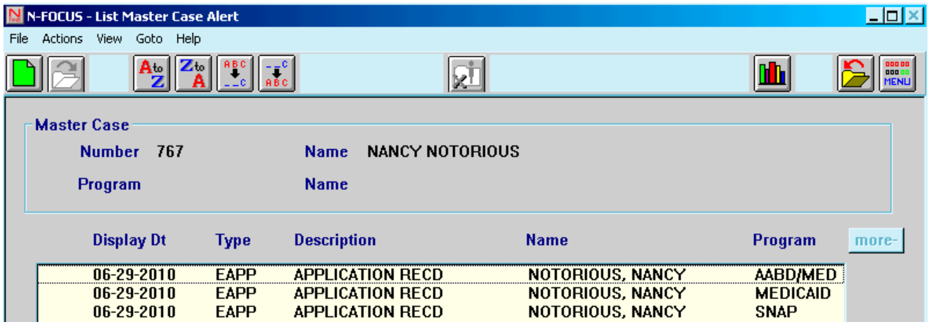
Tie Electronic Application (Change)

You will now be able to multi select programs to be tied to an electronic application. Multi-selecting Program Case is available provided the following criteria are met:

- E-Application Received date is the same and;
- E-Application Reason is the same

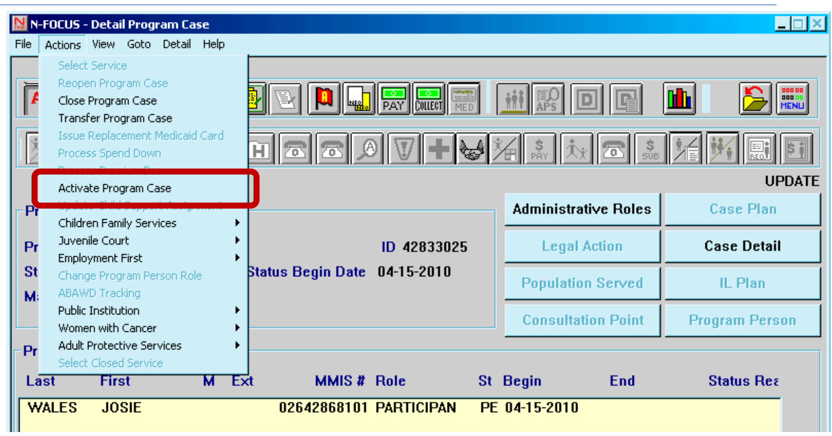
Electronic Tie Application Alert 331 (Tip)

When multiple program cases are selected to tie to an Electronic Application, Alert 331 will be created for each Program. Example: If there is an ADC, CC and SNAP program case and all three are tied to the same application, three alerts will be created. This will not happen when tying a Paper Application as no alerts will be created for paper applications. This is scheduled to be fixed with the November release.



EA, SSAD & SSCF Case (Change)

Activate Program Case (New)



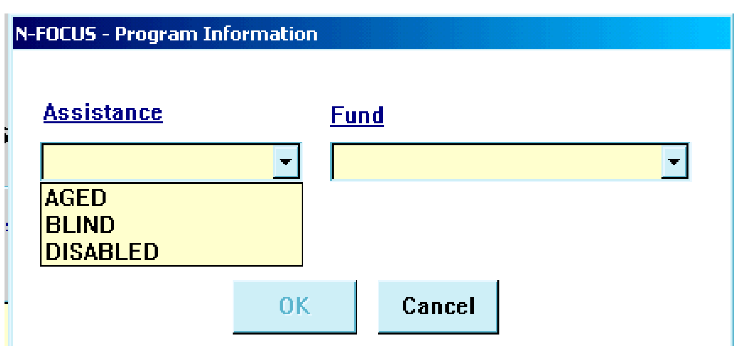
EA, SSAD, and SSCF cases will be set to Pending status when registering, adding, or reopening these cases in NFOCUS.

Note – you cannot activate a case for a future month.

Follow these steps to change the case status to Active:

1. From the Detail Program Case window select Actions>Activate Program Case.
   The Program Case must be in Pending status for this option to be available.
2. Select the appropriate Assistance option from the drop down field.

   You will be asked to enter an assistance code for each person you have pended in the case. Use this action after all persons have been added to the case!



3. Select the appropriate Fund option from the drop down field.

- The options available in this field will correspond to the selection made in the Assistance field.
- Applicable codes for this field are Federal/State Fund Codes for EA and SSBG for SSAD and SSCF.

4. Click OK.
   The status will be changed to Active.

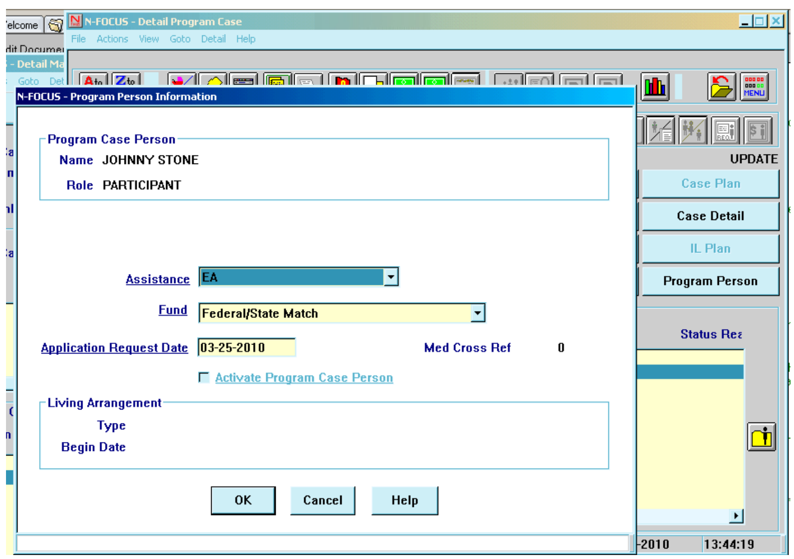
Once the case is Active, you will be able to complete your Service Authorizations or any other necessary work needed on the case.

Add Person to Program Case - Detail Master Case Action (Change)

When adding or reopening a person in an EA, SSAD, & SSCF Case, the participant will be set to Pending. The participant will need to be activated

Activate a Program Case Person (New)

The Activate Program Case Person action is available as a checkbox placed on the Program Person Information window. This checkbox will be used for EA, SSCF, or SSAD programs. The action will only be enabled when the program case is in active status but the person is in pending status. For all other scenarios this checkbox will be disabled.



Steps to Activate a Program Case Person:

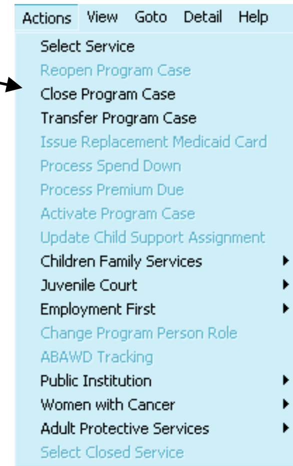
1. Navigate to the Detail Program Case Window.
2. Click the Program Person Information button.
   The Program Person Information window will display.
3. Select an Assistance code from the drop down.
   SSAD -- Aged, Blind, or Disabled
   SSCF -- Current Family, Low Income Family, or Disregard Income
   EA – EA
   Note – This field is disabled when the case or participant is in Pending Status. You must enter assistance and fund codes when you change each participant from Pending to Active status.
4. Select a Fund code from the drop down.
   - Applicable codes for this field are Fed/State fund code for EA and SSBG for SSAD & SSCF.

   Note - This field is disabled when the case or participant is in Pending Status.
5. Enter the Application Request Date
   - This is an enterable field to allow a change to the application request date.
   - This field is to be used for error correction.

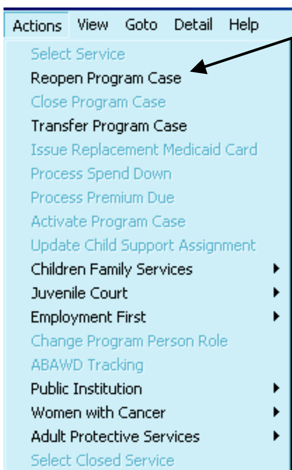
Close Case - Detail Program Case Action (Change)

When Actions>Close Program Case is selected, staff will be able to Close or Deny an Active or Pending program case.

- The case status will be set to Closed when the current case status is Active
- The case status will be set to Denied when the current case status is Pending



Reopen Program Case - Detail Program Case Action (Change)

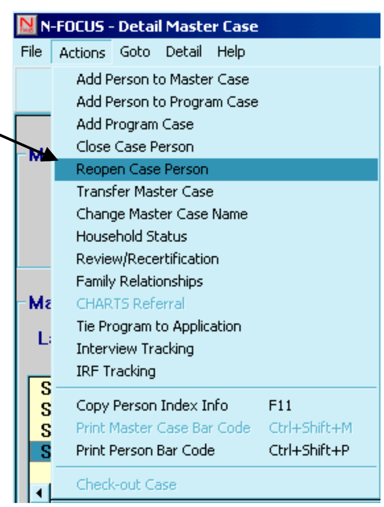


When Actions>Reopen Program Case is selected, staff will be able to Reopen a Closed or Denied program case. The Reopen Case action will reopen the case in Pending Status based on the user entered begin date.

Reopen Case Person: Detail Master Case Action (Change)

A case person can be reopened from the Detail Master Case window. When Actions>Reopen Case Person is selected, this Action allows staff to Reopen a participant who is in a close/denied status.

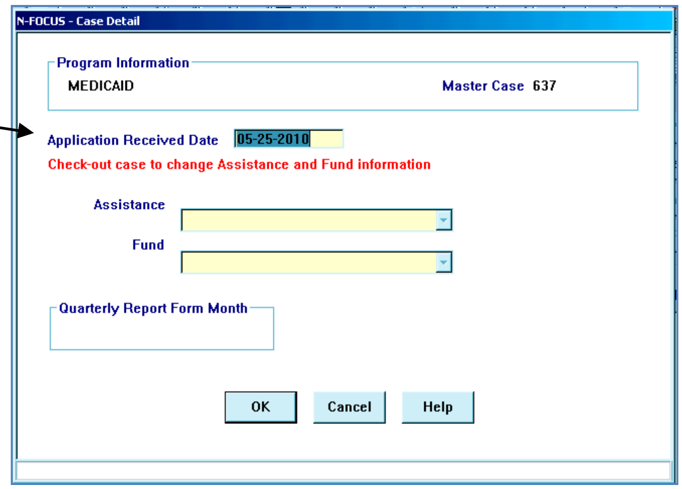
Note - This action will be enabled when the Program case is in an Active or Pending status as of the current date.



Case Detail – Change Application Received Date (Change)

The Application Received date on the Case Detail window can be changed for all programs (EA, SSAD and SSCF). This date can be back dated.

Example – Change the Application Received Date from 06/01/2010 to 05/10/2010.



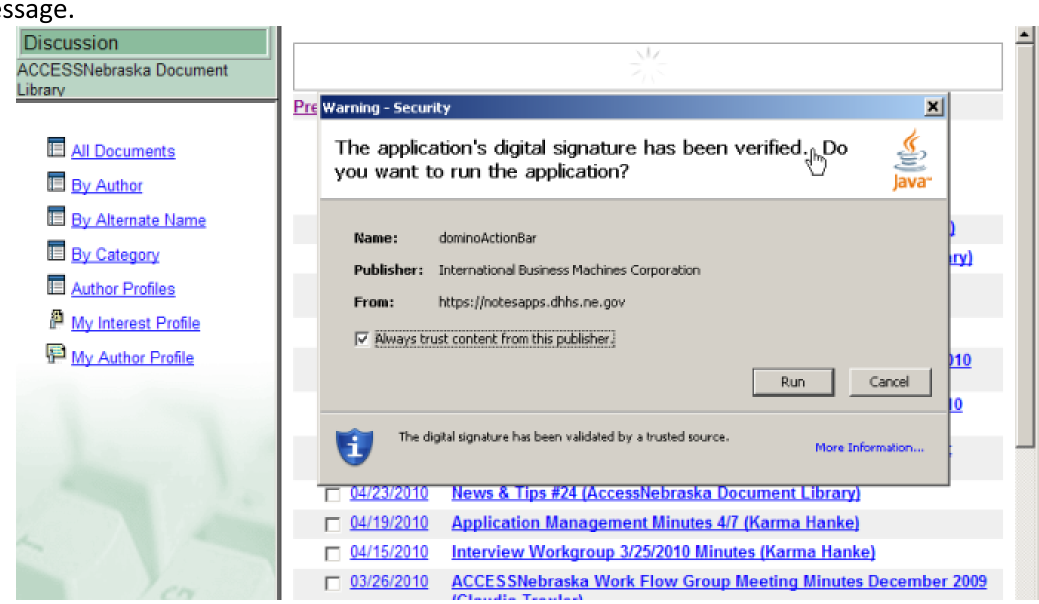
Help Icon (New)

With the July release, you will begin to see a new Help icon added to the toolbar. This icon will be added as changes are made to the windows. When you click this icon, you will be taken to the N-FOCUS Help Systems Contents page.

Policy Logs in Help (New)

Policy Logs will now be accessible through the Help Contents page.

Note: The following message will display the first time each of the Policy Logs on the Help Contents page is open. Click Run to continue. If you click Cancel, you will continue to receive this message.



Search Office Position Window (Change)

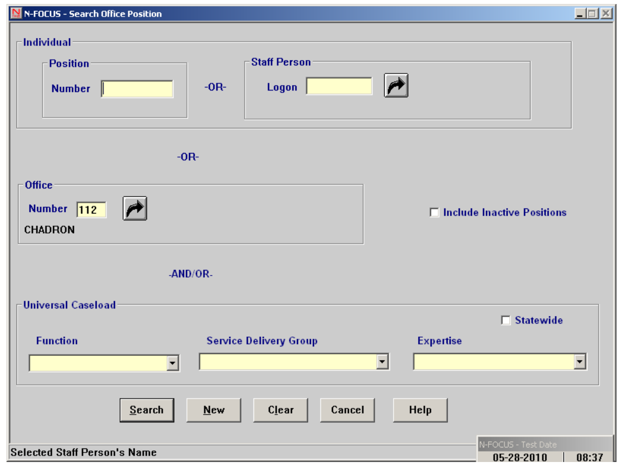
Changes have been made to the Search Office Position window in anticipation of Universal Caseload work. Fields have been rearranged and new fields for Universal Caseload searches have been added. As Office Positions are updated with Function, Service Delivery Group and Expertise information, searches will be available by Office or statewide to find Positions that have been updated with Universal Caseload designations. More information about this functionality and searches will be included in training. Position searches will now only return active positions by default. Inactive positions can be included by checking the Include Inactive Positions checkbox.

New Fields (Change)

The following fields have been added to the Search Office Position window.

- Function
- Service Delivery Group
- Expertise

These new options can be used to narrow the search to include staff assigned to specific caseloads based on these new fields.



Office Position Number (Change)

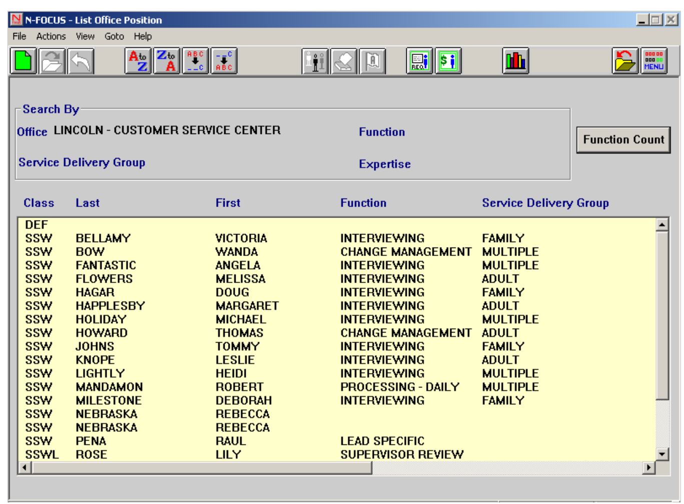
The Office Position Number will change to be a randomly selected number determined by N-FOCUS. A conversion will be done of the existing Office Position Numbers. During the conversion process, some Office Position Numbers may not actually change from their current number while others will.

It is recommended that when searching for your Position; use the Staff Person Logon ID instead of the Position Number.

List Office Position Window (Change)

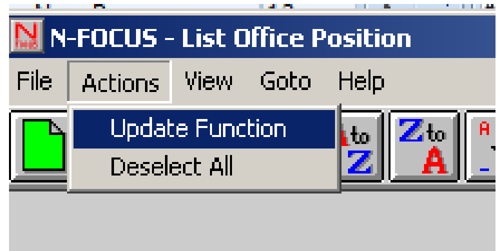
Changes have been made to the List Office Position in anticipation of Universal Caseload work. The Office and Universal Caseload search criteria will display at the top of the window. Universal Caseload Functions, Service Delivery Groups and Expertise have been added as columns on the list. The columns have been reordered as follows:

Class, Last Name, First Name, Function, Service Delivery Group, Expertise, Status, Office and Position Number.



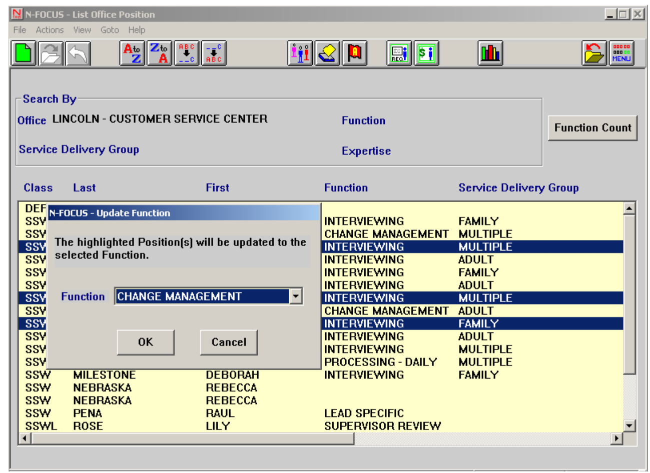
Supervisor and Lead Worker Security (New)

Supervisors and Lead Workers will have the security to update the Function of groups of workers at the same time by completing the following steps.



IMPORTANT – Supervisors and Lead Workers should not enter any Function, Service Delivery or Expertise information until further direction is received from Central Office.

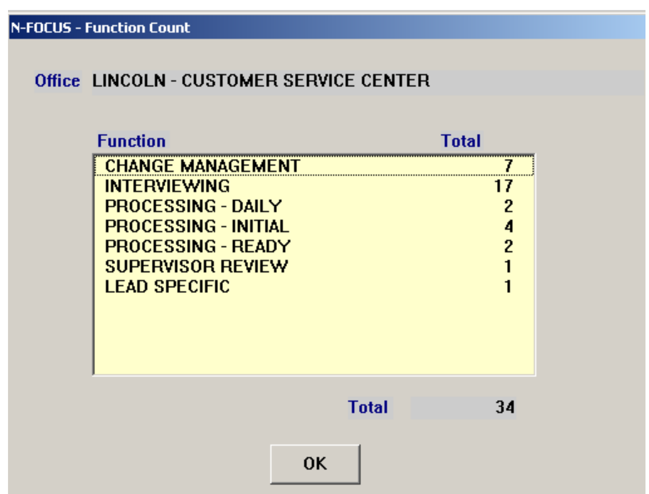
1. Highlight the Position(s) line.
   One or multiple positions may be selected.
2. Select Actions>Update Function.
   The Update Function window will display.
3. Highlight the appropriate Function.
4. Click OK.
   The function group of the selected positions will be updated.



Note – Initial entry of Function and Specialization information should be handled through the Detail Office Position window. Updating the Function from the List window will only be available, in most cases, when at least one Service Delivery Group was previously entered.

Function Count Button (New)

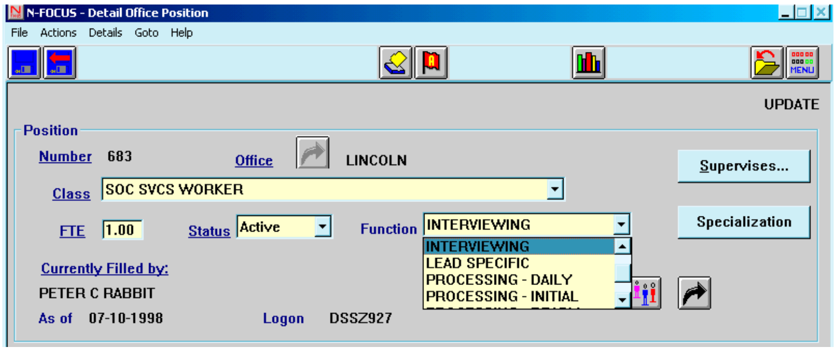
The Function Count Button will provide counts of which positions have Universal Caseload information added.



Detail Office Position Window (Change)

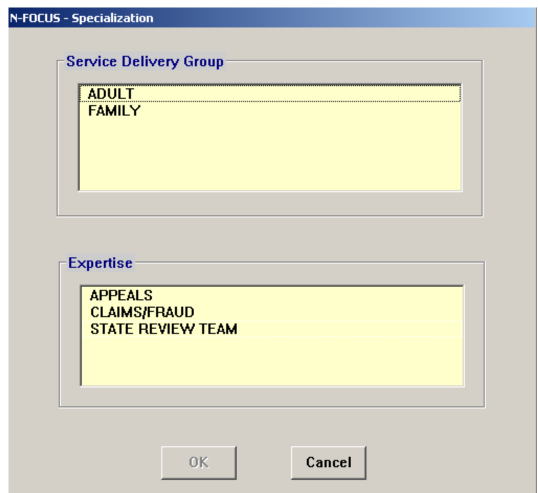
Function and Specialization (New)

The Detail Office Position window has a new Function field and Specialization button. The Function and field Specialization button has been added in preparation for the Universal Caseload changes that will take place in November. Only Supervisors and Lead Workers will have the ability to enter Function and Specialization information for a Position, however, all staff will have the ability to view the information.



The options available for the Function field include the following:

- Change Management
- Interviewing
- Lead Specific
- Processing Initial
- Processing Daily
- Processing Ready
- Supervisor Review



Once a Function has been selected, click the Specialization button to add the Specialization.

Specialization includes specific Service Delivery Group and Expertise.

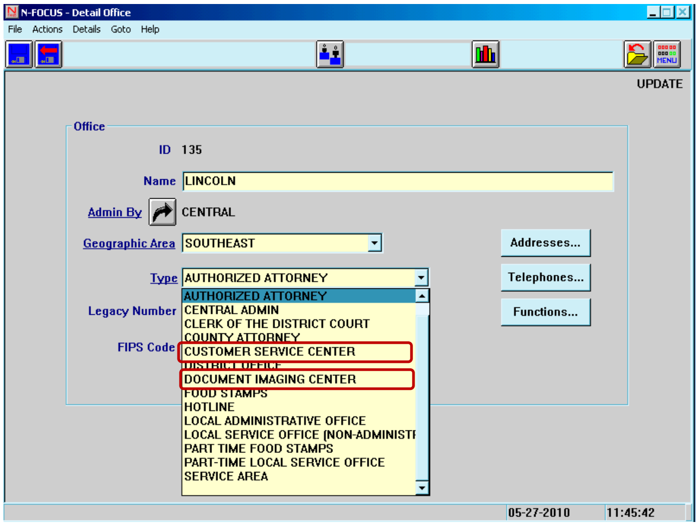
Detail Office (Change)

Universal Caseload Office Function (New)

A new Office Function of Universal Caseload has been added. This Function will be added to Offices that have transitioned to Universal Caseloads to assist N-FOCUS functionality in determining whether a case is a Universal or Assigned case.

Type Field (Change)

Customer Service Center and Document Imaging Center have been added to the list of options available in the Detail Office Type field.



New Closure Reasons (New)

In order to have the ability to scan documents for cases that are not yet on N-FOCUS (Spousal Impoverishment Assessments which have not yet filed a Medicaid application and Low Income Energy Assistance applications) a MED Program will need to be added for Spousal Impoverishment Assessments and an EA Program will need to be added for LIEAP. The following closure reasons have been added to track that these programs were added only for the purpose of having a document scanned.

- **Spousal Impoverishment Assessment**– this reason was added so the Assessment can be documented and available when the Medicaid application is later filed. The same Medicaid program case can be reopened when the client files the application.
- **Low Income Energy Assistance** – this reason was added to the EA Program so energy assistance applications can be scanned and available to be viewed through N-FOCUS.

Spousal Impoverishment Assessment (Change)

When a Spousal Impoverishment Assessment has been completed, i.e. all verifications have been received and the assessment form signed, even if an application for Medicaid has not been received, do the following:

1. Create a MED Only case with a status of Pending.
   - **Spouse Institutionalized** - Add both spouses to the Master Case with the institutionalized spouse In Household and the community spouse Out of Household.
   - **Spouse in a Nursing Home** - Pend the spouse in the nursing home as the participant in the MED case.
2. Immediately deny the MED case using Spousal Impoverishment Assessment as the closure reason.

A bar code sheet can be printed for each spouse. The SIMP Assessment form and supporting verifications can be scanned and stored in Document Imaging.

Note: For already completed SIMP Assessments on file which are still valid, i.e. both spouses are still living and no case yet exists in N-FOCUS use the same procedure as outlined above.

Low Income Energy Assistance (Change)

For energy households that do not have an N-FOCUS case, an EA (Emergency Assistance) program case should be created upon receipt of the application. The worker, who determines the eligibility for the Energy and enters the information on C1, should deny the EA program case with the closure reason of Low Income Energy Assistance.

Note: A case should only be added and denied in circumstances where there is not another case on N-FOCUS for the household.

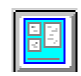
A bar code sheet should be printed at this point and the case scanned at the Regional Hub or the Local Office.

We will not add NPA LIHEAP cases to N-FOCUS that were received prior to July 11, 2010.

All new energy households without an N-FOCUS case, from this point forward, should be scanned.

Document Imaging

Viewing Scanned Paper Applications (New)



The Document Image icon is now available on the Summary of Applications Tied to Program Case window and on the Applications Tied to Program Case windows. This will allow you to view scanned images of paper applications.

Expert System Access to Scanned Documents (New)

The Document Image icon is now available from the Expert System Navigator window. Accessing scanned documents from the Navigator will allow you to view images while processing in Expert System.

Printing Bar Code Sheets (Changed)

Previously you would need to wait for one bar code sheet to be printed before requesting a second bar code sheet to print. This has been changed to allow staff to no longer have to wait for the first bar code sheet to print before requesting the second bar code sheet to print.

Staff will still need to request only one bar code to be printed at a time. Multi selecting bar code sheet s to print will cause the printer to get hung up.

ACCESSNebraska Document Imaging Index Listing (Change)

The most recent version of the ACCESSNebraska Document Imaging Indexing listing will be posted to N-FOCUS Help with the July 2010 release.

Document Imaging (Tips)

Screen Resolution - If your screen resolution is set at 800 x 600, the Document List Window will always open in the background. You will need to use your Task Bar to bring the window forward. Having your resolution set at 600 x 800 has been known to cause additional problems with N-FOCUS. It is recommended that monitor resolution always be set at the default 1024 x 768.

Dual Monitors - Move the List Image window to your second screen while working in N-FOCUS. This will allow you to continue viewing images while you navigate to other locations within N-FOCUS.

Printing Scanned Images – You are able to print one or multiple scanned images at a time. If you wish to print one image within several shown in the scanned document, select File>Print and then select the Page Range option and specify they image number you wish to print.

Sanction Summary Window (Fix)

The ARP ID will again appear on the Sanction Summary window.

Adding Emergency Medical for Aliens (Change)

Refer to the following sections of the NAC for further information:

468 NAC 4.001.01B2a(1)
469 NAC 4.001.02A
477 NAC 2.002.01A

Follow these steps when adding emergency MED for aliens:

1. Add or reopen a MED program case.
2. Submit DM-5 or other medical documentation to the SRT and request a review for emergency medical. If appropriate, also request a review of disability or incapacity.
3. Close MED in expert system and open retro MED.
4. Enter the following information in Medical Impairment:
    a. Enter SRT-Emergency Med for Aliens with begin and end dates
    b. Only if the alien is between ages 19-64 and eligible as AABD/OMB a second type of medical impairment must be entered as SRT-Disabled or SRT-Blind and Fund Codes as Federal/State Match.
5. Enter the income and resource information.
6. In Configuration set the Medical Category for the ineligible alien as to how they qualify for assistance. Such as:
    a. If ADC related then what deprivation factor is met
    b. If disabled then AABD/OMB
7. Process the budget for the Retro MED month.

Worker Alert (Tip)

When creating a Worker Alert, if you create the Worker Alert from the Detail Master Case window, it will display on the List Position Alerts for all workers who are assigned to any case within that Master Case. If you create the Worker Alert from the Detail Program Case, it will only display to the worker assigned to that program case.

Terminating DDSC and DDAID Program Cases (Tip)

Only DDD Central Office staff should enter/change/terminate DDSC and DDAID program cases.

Case Closure and Household Status (Tip)

When a case is closed because a household moved out of the state (or for some other reason), it is not necessary to change the Household Status to make all members Out of Household.

Correspondence

Eligibility Review for CMAP and Medicaid LTC (New)

The Eligibility Review for Children's Medical/Kids Connection and the Long Term Care/Waiver review forms are being automated. These review forms will automatically be sent on the 22nd of the month prior to the month the next review is due. These forms will only be sent if all the participants in the Medicaid case have a CMAP category or for the Long Term/Waiver review all participants must be residing in a specific living arrangement (Nursing Home or Assisted Living Waiver).

Automated Expiration of Certification/Eligibility Review Letter (New)

This notice will replace the current FSP 45 day notice. This automated notice is sent to recipients who have either an eligibility review due and/or SNAP certification period that are going to expire. The notice will continue to be sent on the 22nd day of the month. Only one notice will be mailed to the Program Case Name person. The notice will list all programs due for a review. The following Programs will be included: AABD, ADC, CC, Medicaid, SSAD, SSCF and SNAP.

Example - Master Case 123 has a MED case and a SNAP case. The MED case review is due 03/31/2010 and the SNAP certification period ends 03/31/2010. ONLY ONE notice will be created and sent to the Program Case Name for both reviews.

The following types of cases will not receive the automated letters:

- AABD/Med cases with SSI income
- Child Care Cases with an assistance code 'Without regard to Income'
- Med cases where the recipient is in a nursing home or is Assisted Living Waiver
- Med cases with CMAP only children

Electronic Application

Refugee Resettlement Program (New)

The Refugee Resettlement Program has been added to the e-app. This will display as RRP on the application, but will be submitted as ADC. Household members applying for RRP that are over 65 or disabled will be displayed as AABD.

Resources (New)

The following new question was added to Resources:

- Does anyone in the household have any resources such as bank accounts, savings bonds, investments, cash, etc.?

If they answer 'yes, the long list of resources will appear and the client will be asked to mark which ones they have. They will also be asked for the details of the resource. If they answer 'no' the long list of resources will not appear. To see the entire list, click the Help button.

More descriptive text was added to “Where Located” so clients can enter the name of the financial institution, etc. instead of the address.

Income (New)

The following new Income question was added in the Retirement/Disability section:

- Does any adult or child currently receive any money from retirement or disability income (such as veteran’s benefits, worker’s compensation, social security, SSI, etc.?)

In the Retirement/Disability section, if the client answers ‘yes’, the long list of income in that section will be presented. If they answer ‘no’ the long list of income types will not be presented. To see the entire list, click the Help button.

In the Other Income section, the following new question will appear:

- Does any adult or child currently receive any money from any other income (such as unemployment compensation, child support, spousal support/alimony, interest, dividends, etc.)?

Foster Care Applications (New)

Three questions have been added to the e-app to help case aides identify situations where the Foster Care Eligibility Worker (IMFC) needs to know of an application. The new questions are as follows:

- Are you applying for Former Ward services? This service is only available if you have recently been a State Ward, do not reside with your parents and have plans to continue your education. Someone has probably discussed this with you when you were in foster care.
- Are you applying on behalf of a child who is a Ward of Douglas County Juvenile Court?
- Is the child a ward of a state outside of Nebraska?

These questions are only asked if the person meets certain age criteria. If the question was asked, it will appear directly under the program selection. If it was answered ‘yes’, a Worker Alert should be created by going into the CFS, IL, etc. program case. This will create an alert to the foster care worker so they can use the application toward a review, if appropriate. If they answered the question ‘yes’, but there is no CFS, IL, etc. program case, then send an e-mail to Ruth Grosse. An automated alert will be coming with a future release.

On the existing question about whether they received assistance in another state, Adoption Payments was added to the examples. If they indicate they received Adoption Payments from another State, an e-mail should be sent to Ruth Grosse.

Living Arrangement (Change)

The Apartment/House option on Living Arrangement has been changed to the following three selections:

- Apartment/Triplex/Duplex
- Condominium/Townhouse
- House

Additional changes to living arrangement options include the following:

- Public Housing has been renamed. It will now appear as Subsidized Housing.
- Battered Woman and Child Shelter selection has been renamed. It will now be described as Domestic Violence Shelter.

Kids Connection Question (Change)

The Kids Connection questions will now be tailored to be similar to the MS-90.

Comments (Change)

The client can add additional comments at the end of the application; however, we have moved those comments to the beginning of the worker view of the application so workers can view this information before proceeding with the other questions.

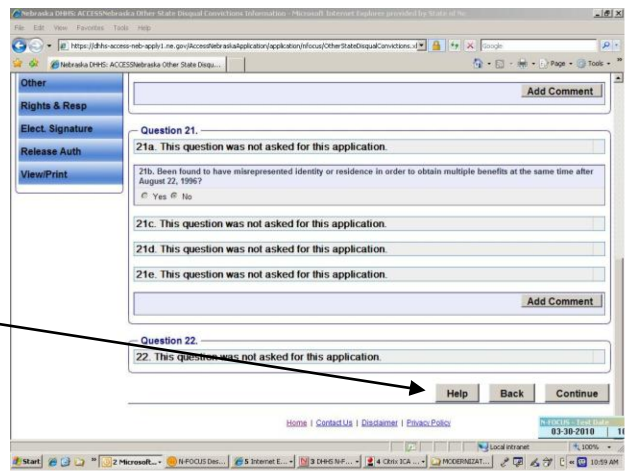
Universal Caseload Wording Changes (Update)

Some minor wording changes were made to the e-app to remove words like 'local office' and 'your worker' to prepare for Universal Caseloads.

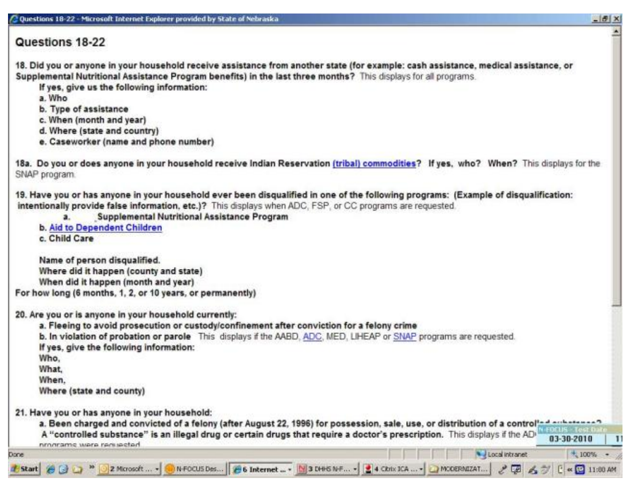
Electronic Application (Tip)

If a question was not asked for the application and you want to know what the question is, select the HELP button at the bottom of the page and it will display the question along with the program that uses that question.

The screen print to the right shows a question that was not asked. Click the Help button to see the question.



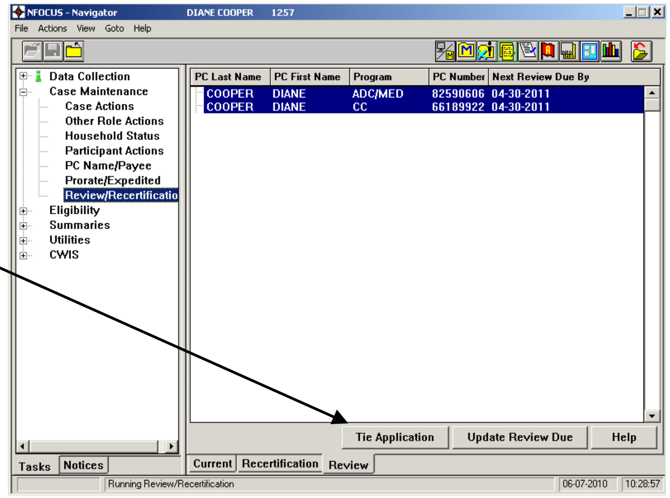
The Help provided will show the question in its entirety.



Expert System

Tie Application in Expert System – Review/Recertification (New)

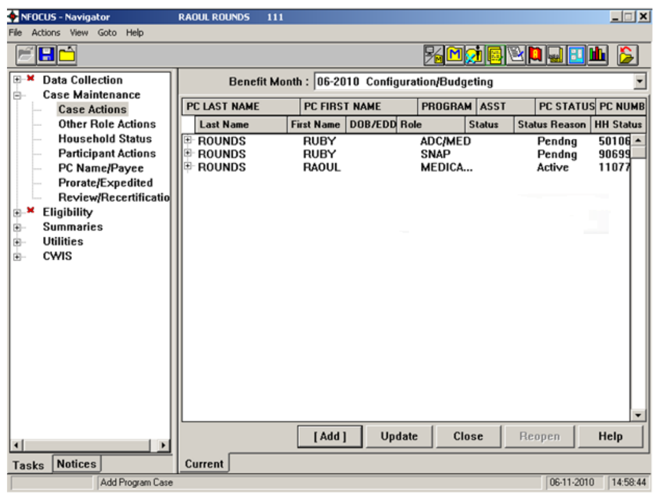
Prior to this release, you could only tie applications when following the Add Program functionality. Now you will be able to tie applications in Review/Recertification and Reopen functionality in addition to the Add Program functionality.



Tie Application in Expert System – Case Actions (New)

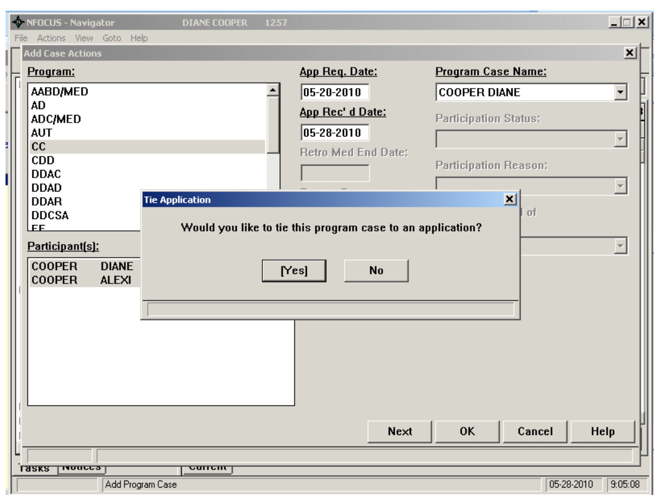
To tie an application in Expert System, from Case Actions, follow these steps:

1. In the Case Maintenance > Case Actions, select Add or Reopen a case.



2. When asked if you would like to tie the program to an application, select Yes.

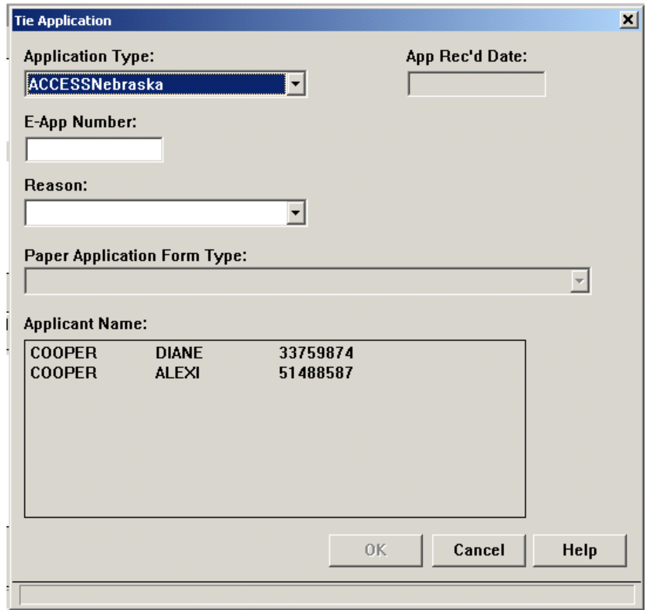
   The Tie Application window will display.



3. Select the Application Type.
   - ACCESSNebraska
   - Paper Application
   - SSA Low Income Subsidy

   If Application Type is AccessNebraska, include the E-App Number.

   If the Application Type is Paper Application, select the Paper Application Form Type.



4. Select the Reason for both Paper and E-app.
5. Click OK to complete the Tie.
   - If you have another program case to open or reopen and N-FOCUS finds a potential match to an existing application, the following message will display:

     N-FOCUS has detected an application with the same Received Date, Form Type and Application Name. Select one of the following:

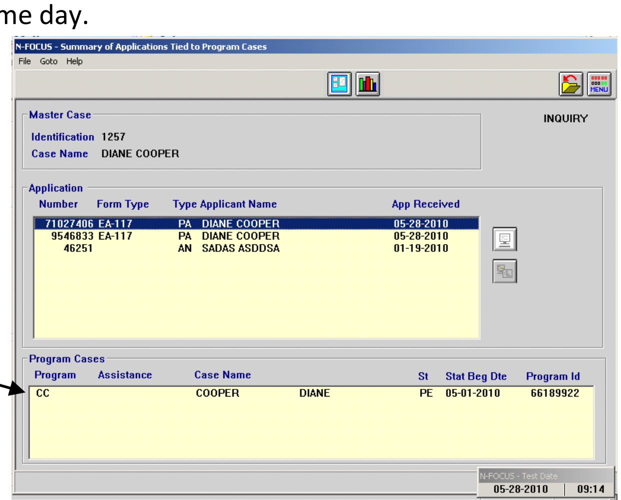
     Tie this program case to the existing application
     Tie this program case to a different application

6. Click Existing or New as appropriate.
   - Select Existing Application if some of the programs on the application have already been tied.
   - Select New Application if none of the programs that are part of the application have already been tied.

Note – If you select New Application when it should have been an Existing application, on the Summary of Application Tied to Program Case window in the Mainframe, it will look like two paper applications came in on the same day.

Example:

The screen prints to the right show an application that should have been tied to an existing application. It appears that the Child Care (CC) Program Case came in on a separate application because the CC Case is tied to one application and the ADC and SNAP cases are tied to another.

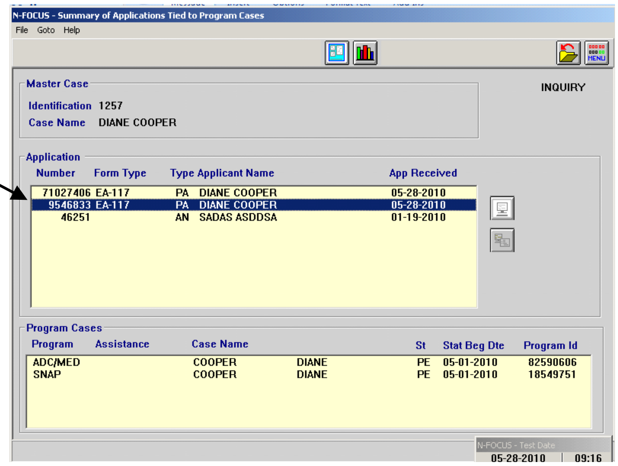


In reality, the CC Case should have been tied to the Existing application that contains the ADC/MED and SNAP Program Cases as shown in the screen print to the right.

Note – The Application Number for a Paper Application is a random number assigned by N-FOCUS while the Application Number for an Electronic Application directs you to that specific application.

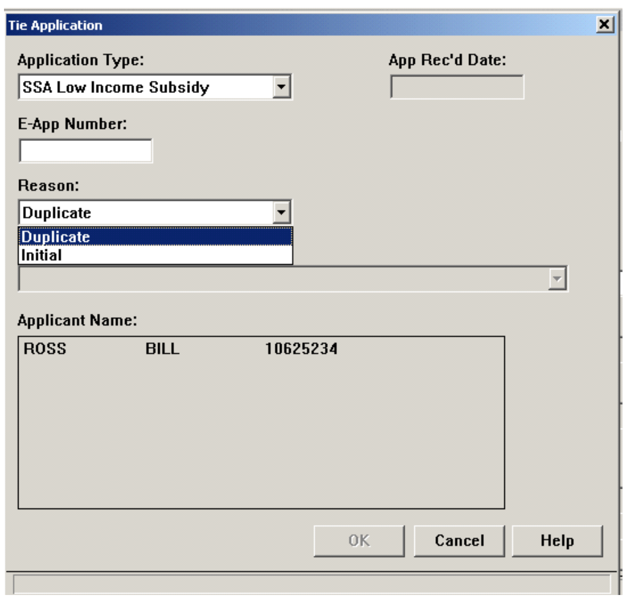
The Application Type will be PA for Paper Application and AN for Electronic Application.

Note – Tie all applicable program cases, regardless of reason, prior to saving and closing this window.



Tie an SSA Low Income Subsidy Application in Expert System (New)

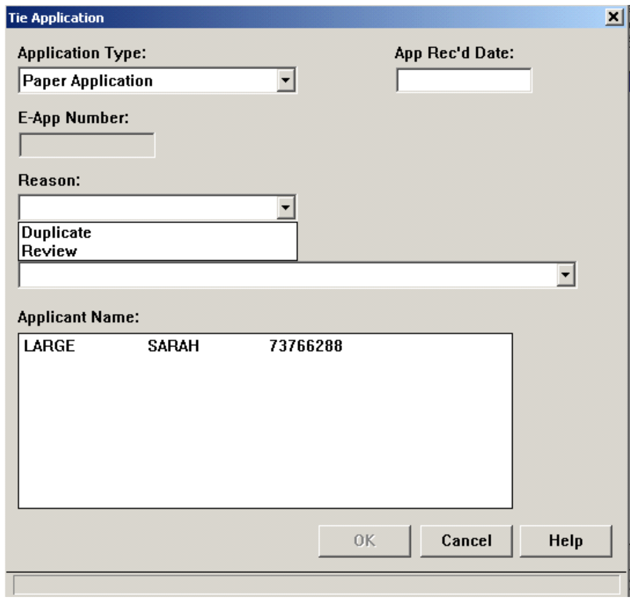
SSA Low Income Subsidy applications (New or Reopened) can only be used as initial applications, therefore, can only be tied in Case Actions in the Expert System.



Tie a Review Application in Expert System (New)

When tying a Review Application in N-FOCUS, the only Reason options available for selection will be Duplicate or Review.

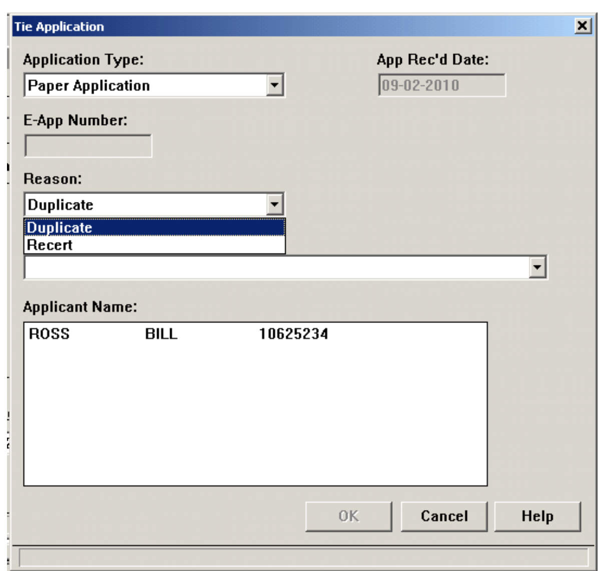
Access to this functionality is from Case Maintenance, Review/Recertification > Review Tab.



Tie a Recertification Application in Expert System (New)

When tying a Recertification Application in N-FOCUS, the only selections will be Duplicate or Recert.

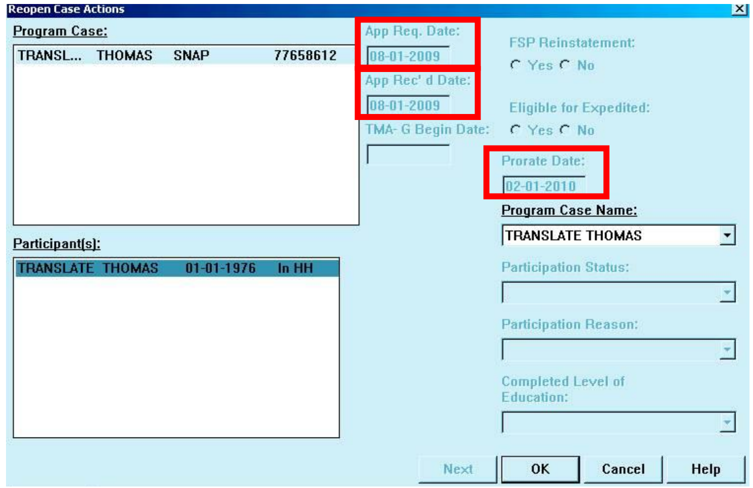
Access to this functionality is from Case Maintenance, Review/Recertification > Recertification Tab.



Expert System Access to Scanned Documents (New)

The Document Image icon is now available from the Expert System Navigator window. Accessing scanned documents from the Navigator will allow you to view images while processing in Expert System.

Verification Types (Changed)



The following pieces of identification will be considered Valid for both Identity and Citizenship in the Expert System and on Verification Tracking Requests:

- Census Records (Federal, State)
- Indian Census
- American Indian Card
- Texas Kickapoo ID Card
- Native American Tribal Document
- Certificate of Degree of Indian Blood

Reopening a SNAP Case (Change)

Reopen vs. Reinstatement rules have been automated in the Case Actions task for SNAP cases. The aim is threefold:

- Retain the current Certification Period when appropriate and
- Indicate if the action is truly a Reinstatement by SNAP regulations.
- Assist Application Management personnel when pending new applications.

Based on the month being reopened, the dates of the previous Certification Period and the previous closing reason, the previous Certification Period may or may not be maintained and the Application Request, Received and Prorate dates may or may not be prefilled in Case Actions.

Examples:

- The case is OPEN in the Current Month, closed in the next month and the previous Certification Period spans both months. If you reopen the case for the next month, the previous Certification Period will be maintained.
- The case is OPEN in the Current Month, is in TBR in the current month, closed in the next month and the previous Certification Period spans both months. If you reopen the case for the next month the Application Request and Received dates will be blank and you will be able to enter a new Certification Period when budgeting.
- The case is CLOSED in the Current Month and the previous Certification Period spans both the previous active month and the current closed month. If the case was closed for any reason other than “Failure to Provide” and you reopen it, the previous Application Request and Application Received dates will default and Reinstatement will default to YES. If this is not a Reinstatement and you wish to enter new Application Request and Received dates, change the Reinstatement indicator to NO. The Application Request and Received dates will be blank for your entry.

SNAP Budgeting - Client Declaration of Shelter Expenses (Change)

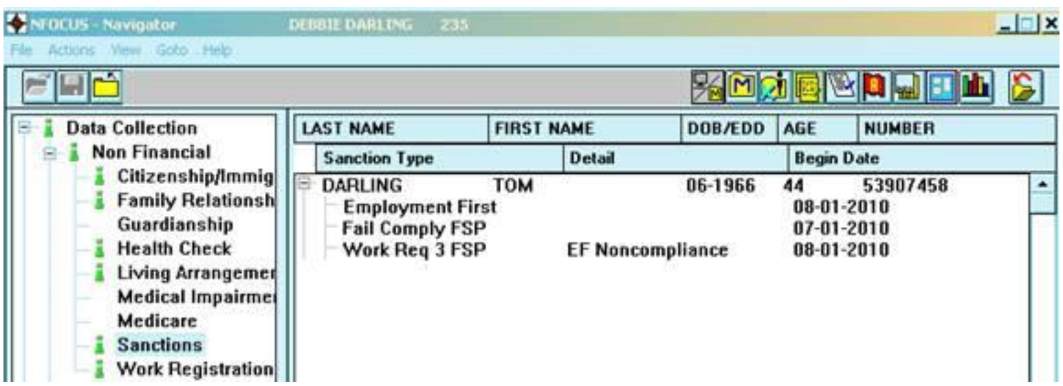
Effective with this release shelter expenses, both verified and unverified, will count in a SNAP budget whether Regular or Expedited.

SNAP Recertification - Maintain FR status of individuals (Change)

Effective with this release, when recertifying a case through the Review/Recertification Task, if a person is currently Financially Responsible due to a sanction, or because they are an Ineligible Alien, we will maintain that status. If the person continues to be FR for the same reason, do not select them on the Recertification window. Enter the Application Received Date (and Tie the Application if desired) and click OK. The case will be configured with the Sanctioned person or Ineligible Alien maintaining their previous FR status.

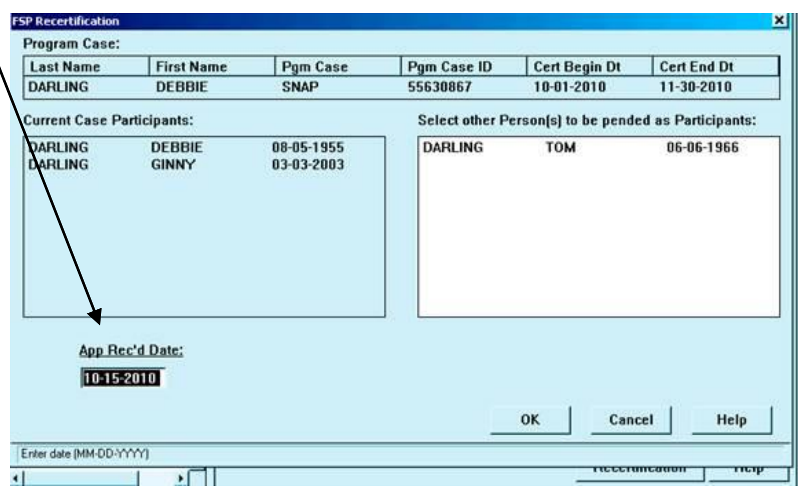
Example:

SNAP Certification ends 10-31-2010. A new application is received on 10-15-2010 for a recertification of benefits. Tom has been in a Work Requirement #3 FSP sanction starting 08-01-2010.



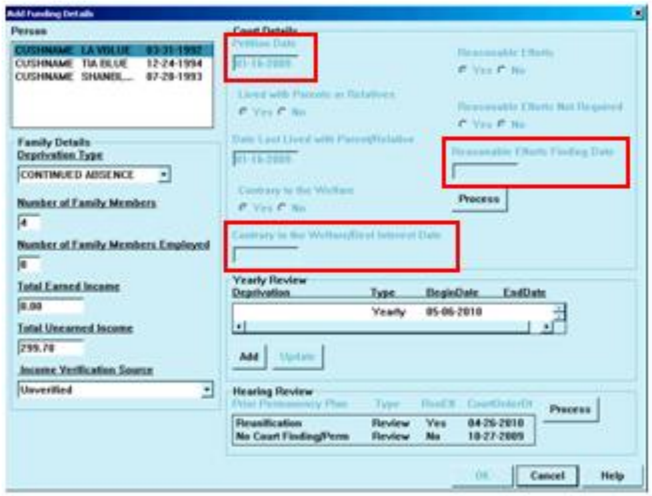
In the Case Maintenance list, Review/Recertification Task, open the FSP Recertification window. **DO NOT highlight Tom and add him to the recertification.** The only action necessary is to enter the Application receive date and select OK.

Tom will continue to show as Financially Responsible with the Work Req #3 FSP sanction for the new certification period that starts 11-01-10.



Update Funding Details (Change)

The following changes have been made to the Funding Detail window:



- The Petition or Court Action Date field name has been changed to be called the **Petition Date**
- A new **Contrary to the Welfare/Best Interest Date** field has been added.
  - This field is MANDATORY only for the current episode period
  - Enter the date of the first court that either the court order had the Contrary to the Welfare or Best Interest language or the court order did not have the necessary language.
- A new **Reasonable Efforts Finding Date** field has been added.
  - This field is MANDATORY only for the current episode period
  - Enter the date of the court order that had the Reasonable Efforts language or the finding was not found
  - Part B specific to Reasonable Efforts
    - You will no longer be able to enter Yes for both Reasonable Effort questions

Multiple Children Need Funding Detail Processing (Change)

Because of problems that have occurred when multiple children need eligibility, the “NEXT” button has been removed. A future “FIX” has been created to review and make appropriate changes.

CFS Budgeting IV-E Eligibility (Change)

Previously the determination of eligibility was based upon the Minority/Majority of the month.

Example - If the child was Non-IV-E for the majority of the month than whole month’s eligibility would be Child Welfare (Non IV-E).

This will no longer apply. When all elements are satisfied for IV-E, the last date related to Court Details in the Funding Detail window is the month in which the youth will show as being IV-E. When CFS budgets are run and determination from data entered in Funding Detail shows that the child is determined to meet all Title IV-E requirements for one day, the child’s eligibility will show for the whole month.

The Dates of Contrary to Welfare/Best Interest and Reasonable Efforts are specific per child and eligibility is based upon last date when all elements have been satisfied.

Example – The child passes for AFDC and Deprivation in funding detail, with Contrary to Welfare in month of 5-2010 but Reasonable Effort are not found until 6-20-2010. In this situation, the child will be IV-E eligible beginning 6-1-2010 but not for the month of May 2010 because last date to satisfy all eligibility requirements was 6-20-2010.

Case Closure and Household Status (Tip)

When a case is closed because a household moved out of the state (or for some other reason), it is not necessary to change the Household Status to make all members Out of Household.